

MOHAMED SATHAK ENGINEERING COLLEGE

Kilakarai- 623806

STAFF NAME : Mr.S.Rethinavelan

LESSON PLAN

Department of Information Technology

Name of the Subject	Cloud Services Management	Regulation	2021
Subject Code	CCS336	Year / Sem	III/ VI
Academic Year	2023-2024	Batch	2021-2025

Course Objective

- Introduce Cloud Service Management terminology, definition & concepts
- Compare and contrast cloud service management with traditional IT service management
- Identify strategies to reduce risk and eliminate issues associated with adoption of cloud services
- Select appropriate structures for designing, deploying and running cloud-based services in a business environment
- Illustrate the benefits and drive the adoption of cloud-based services to solve real world problems

Course Outcome

CO1: Understand the Service Management Fundamentals.

CO2: Understand Cloud Service Management Strategies.

CO3: Identify the Services of Cloud Technologies.

CO4: Select Appropriate Tools for Cloud Service Economics.

CO5: Evaluate and optimize Cloud Governance for efficiency and effectiveness.

CO6: Solve the Real World Problems Using Cloud Services and Technologies.

Sl. No.	Topic(s)	T / R*	Periods Required	Mode of Teaching (Google Meet/WB / PPT / NPTEL / MOOC)	Blooms Level (L1-L6)	CO
		Book				

UNIT I CLOUD SERVICE MANAGEMENT FUNDAMENTALS

1	Cloud Ecosystem	T1	1	WB	L2	CO1
2	The Essential Characteristics	T1	1	WB	L2	CO1
3	Basics of Information Technology Service Management	T1	1	WB	L4	CO1
4	Basics of Cloud Service Management	T1	1	WB	L2	CO1
5	Service Perspectives	T1	1	WB	L2	CO1
6	Cloud Service Models	T1	1	WB	L4	CO1
7	Cloud Service Deployment Models	T1	1	WB	L4	CO1

Suggested Activity: Assignment / Case Studies / Tuorials/ Quiz / Mini Projects / Model Developed/others Planned if any. Assignment

Evaluation method: Assignment

UNIT - II CLOUD SERVICES STRATEGY

8	Cloud Strategy Fundamentals	T2	1	WB	L2	CO2
9	Cloud Strategy Management Framework	T2	1	WB/PPT	L1	CO2

10	Cloud Policy, Key Driver for Adoption	T2	1	WB/PPT	L2	CO2
11	Risk Management, IT Capacity and Utilization	T2	1	WB/PPT	L4	CO2
12	Demand and Capacity matching	T2	1	WB/PPT	L4	CO2
13	Demand Queueing, Change Management	T2	1	WB/PPT	L5	CO2
14	Cloud Service Architecture	T2	1	WB/PPT	L4	CO2

Suggested Activity: Assignment / Case Studies / Tuorials/ Quiz / Mini Projects / Model Developed/others Planned if any

Evaluation method: Assignment

UNIT III: CLOUD SERVICE MANAGEMENT

15	Cloud Service Reference Model	T3	1	WB	L3	CO3
16	Cloud Service LifeCycle	T3	1	WB	L4	CO3
17	Basics of Cloud Service Design	T3	1	WB	L5	CO3
18	Dealing with Legacy Systems and Services	T3	1	WB/PPT	L4	CO3
19	Benchmarking of Cloud Services, Cloud Service Capacity Planning	T3	1	WB/PPT	L3	CO3
20	Cloud Service Deployment and Migration	T3	1	WB/PPT	L3	CO3
21	Cloud Marketplace, Cloud Service Operations Management	T3	1	WB	L2	CO3

Suggested Activity: Assignment / Case Studies / Tuorials/ Quiz / Mini Projects / Model Developed/others Planned if any

Assignment

Evaluation method: Quiz

UNIT IV: CLOUD SERVICE ECONOMICS

22	Pricing models for Cloud Services	R1	1	WB	L2	CO4
23	Freemium, Pay Per Reservation	R1	1	WB	L2	CO4
24	Pay per User, Subscription based Charging	R1	1	WB	L2	CO4
25	Procurement of Cloud-based Services	R1	1	WB	L2	CO4
26	Capex vs Opex Shift	R1	1	WB	L4	CO4
27	Cloud service Charging	R1	1	WB	L5	CO4
28	Cloud Cost Models	R1	1	WB	L3	CO4

Suggested Activity: Assignment / Case Studies / Tuorials/ Quiz / Mini Projects / Model Developed/others Planned if any

Quiz

Evaluation method: Assignment/Seminar

UNIT V: CLOUD SERVICE GOVERNANCE & VALUE

29	IT Governance Definition, Cloud Governance Definition	R2	1	WB/PPT	L2	CO5
30	Cloud Governance Framework	R2	1	WB/PPT	L2	CO5
31	Cloud Governance Structure, Cloud Governance Considerations	R2	1	WB/PPT	L2	CO5
32	Cloud Service Model Risk Matrix	R2	1	WB/PPT	L4	CO5

33	Understanding Value of Cloud Services	R2	1	WB/PPT	L3	CO5
34	Measuring the value of Cloud Services	R2	1	WB/PPT	L4	CO5
35	Balanced Scorecard, Total Cost of Ownership	R2	1	WB/PPT	L4	CO5

Suggested Activity: Assignment / Case Studies / Tuorials/ Quiz / Mini Projects / Model Developed/others Planned if any

Evaluation method: Seminar

Content Beyond the Syllabus Planned

1 Mobile Cloud Service

Text Books

1. Cloud Service Management and Governance: Smart Service Management in Cloud Era by Enamul Haque, Enel Publications.
2. Cloud Computing: Concepts, Technology & Architecture by Thomas Erl, Ricardo Puttini, Zaigham Mohammad 2013.
3. Cloud Computing Design Patterns by Thomas Erl, Robert Cope, Amin Naserpour.

Website / URL / References

1. Economics of Cloud Computing by Praveen Ayyappa, LAP Lambert Academic Publishing
2. Mastering Cloud Computing Foundations and Applications Programming Rajkumar Buyya, Christian Vechhiola, S.Thamarai Selvi

Blooms Level

Level 1 (L1) : Remembering	Lower Order Thinking	Fixed Hour Exams	Level 4 (L4) : Analysing					Lower order	Higher Order Thinking
Level 2 (L2) : Understanding			Level 5 (L5) : Evaluating						
Level 3 (L3) : Applying			Level 6 (L6) : Creating						
Mapping syllabus with Bloom's Taxonomy LOT and HOT									

Unit No	Unit Name	L1	L2	L3	L4	L5	L6	LOT	HOT
Unit 1	CLOUD SERVICE MANAGEMENT FUNDAMENTALS	0	4	0	3	0	0	4	3
Unit 2	CLOUD SERVICES STRATEGY	1	2	0	3	1	0	3	4
Unit 3	CLOUD SERVICE MANAGEMENT	0	1	3	2	1	0	4	3
Unit 4	CLOUD SERVICE ECONOMICS	0	4	1	1	1	0	5	2
Unit 5	CLOUD SERVICE GOVERNANCE & VALUE	0	3	1	3	0	0	4	3
Total		1	14	5	12	3	0	20	15

CO PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2
CO1	3	3	1	1	1	-	-	-	2	1	3	2	2	1
CO2	3	1	2	3	2	-	-	-	1	2	3	1	2	2
CO3	1	1	3	1	3	-	-	-	3	3	1	1	3	2
CO4	1	1	1	2	3	-	-	-	2	3	3	1	1	1
CO5	1	3	3	2	2	-	-	-	1	3	1	2	1	3
CO6	3	3	3	3	3	3	3	3	2	3	3	3	3	3

Avg	2	2.00	2.17	2.00	2.66	3.00	3.00	3.00	1.83	2.50	2.33	1.67	2.00	2.00
3	High level			2	Moderate level			1	Low level					
Name & Sign of Faculty Incharge : Mr.S.Rethinavelan														
Name & Sign of Subject Expert :														
Head of the Department :Dr.B.Aysha Banu														